

*Kristi is an outstanding nurse and helps to provide a stable foundation within our nursing unit. Kristi functions as both a clinical manager and focus nurse on 2 East. She has been instrumental in the development of our congestive heart failure teaching program for patients which is still evolving on a weekly basis. She also collaborates with the hospital clinical nurse specialist to expand the teaching format into other units. Her efforts have resulted in more concise and effective teaching for patients which has increased our compliance with the core measures for congestive heart failure patients. She has been an outstanding resource and educator for staff on 2 East, many of whom have less than one year of nursing experience. Her efforts have also resulted in a dramatic increase in our unit's patient satisfaction scores and promoted a stronger unity among the work force on 2 East. Kristi exhibits a strong sense of dedication to her patients, co-workers, and the hospital and she demonstrates the core values of Saint Joseph Health System in every aspect of her work. I feel we are privileged on 2 East to have her and we are most appreciative of the valuable work she has done and has plans to do.*

*- Anna Roehm, RN*



*I am writing to nominate Kristie McVey, who is Clinical Manager and Focus Nurse for 2 East, for the Daisy Award. Kristie is a very compassionate nurse. She not only tends to the physical needs of her patients, but also to their spiritual and emotional needs. She cared for a patient whose medical conditions required frequent admissions. When the husband would see Kristie, he would give her a hug. Even if she wasn't directly caring for this patient, she would always make a point of visiting the patient to check on her. Kristie looks for innovative ways to teach her patients so that they can easily comply with their medical regimen. For example, while teaching a patient with heart failure, the patient stated that he had a difficult time keeping track of his fluids at home and thought that he may be drinking too many liquids. Kristie explained an easy and simple way for him to track the amount of fluids he was consuming. Another issue for this patient was daily monitoring of his weight. Kristie gave him several helpful hints so that he wouldn't forget to weigh himself and keep a daily log. In June we started offering Heart Failure classes once a week for our patients and their families. Kristie was instrumental in getting the classes organized. She works well with multidisciplinary team members, which she exemplifies by coordinating both Pharmacy and Nutrition Services involvement in the teaching. Kristie leads the class in discussion about the importance of daily weight monitoring, sodium/fluid restrictions, medications, symptom management and vaccinations. She is always attempting to meet the needs of her patients to be sure that when they go home, they have all the services they will need - whether that is home health, financial assistance with medications or home rehab. Since assuming the Focus Nurse position in January, 2 East's compliance with Heart Failure Discharge instructions (Core Measures) has gone from 68% to 91% in July. Even when the unit is extremely hectic, Kristie maintains a very positive attitude and is always professional in her interactions with physicians, other team members and patients and their families. Kristie helped a new graduate with a newly admitted patient. When Kristie checked on the patient to complete her admission history, she noted that the patient was very lethargic. Once she determined that this was a change in her condition from the time she arrived on the unit, Kristie was quick to involve RRT (Rapid Response Team) while at the same time supporting the new grad through this situation. In a*



*very calm manner, Kristie led her through the assessment, instructing the new grad on what to do. With Kristie's quick response to the patient's change in status, and timely manner in administering critical medications, she was able to keep the patient from being transferred to intensive care. It is obvious that Kristie models great assessment and decision-making capabilities. Kristie has also taken the initiative to design a poster on "Evidence-based Practice Related to Levothyroxine Administration" for the evidence-based practice symposium. She has received several Love Awards from many grateful patients and their families. In addition, she has received Love Awards from one of the House Administrators and a note from her previous Director for the way she competently and professionally handled a patient incident on the unit. This demonstrates great interpersonal skills with peers and coworkers as she was able to diffuse the situation and prevent any further adverse outcomes for the patient and was able to re-assign the other nurses caring for patients on 2 East. Kristie has organized events on 2 East such as donating a basket for Relay for Life by collecting donations and purchasing the items and then assembling the basket. For the Appalachian Outreach Christmas program she led her unit to adopt a family and organized the gift buying. Outside the hospital, Kristie is very generous with her time. She volunteers for Children's Incorporated, a charity that helps children in need of clothing. She visits nursing home patients and those who are homebound, as well as helps with summer youth programs. I think Kristie is a strong candidate for the Daisy Award as she exemplifies the mission, vision and values of Saint Joseph Health System by providing Extraordinarily Compassionate and Exemplary Clinical Care to her patients and their families. Kristie shows everyday through her actions what nursing is all about and through her dedication to and love for her patients, their families and co-workers. She is an asset to 2 East and our hospital.*

*- Debbie Griffith, RN*



*I would like to nominate Kristie McVey, Clinical Manager and Focus nurse on 2E. Kristie has great interpersonal skills and has been working with me to improve our rate of assessing and administering immunizations to our patients. She piloted the changes on the Patient Discharge Information sheet. Kristie collaborated with me via phone and e-mails while I was on medical leave. Even though I was not physically present in the hospital, Kristie showed autonomy and was very self-directed. In addition; she helped to educate staff regarding the new process and monitored staff for compliance. She kept me informed regularly. It was through her actions that the revisions on the immunization section of the Discharge Information Sheet were made.*

*She is always very professional and detailed in her reports. She continues to do daily checks of the immunization process and follows up with nursing staff as needed. I have observed her as she communicate, educates and counsels staff involved which is always done in a very positive way. She shares findings with the CNS and Unit Manager. She is a patient advocate and is always pro-active in her approach.*

*- Debbie Kitchen*

